

apply (calls placed on hold shall not be considered to meet these standards):

| <u>Maintenance Function</u> | <u>Performance Measurement</u> |
|--|--------------------------------|
| Incoming call answered within 20 seconds | 95 % met |
| Incoming call answered within 30 seconds | 98 % met |
| Incoming call answered within 40 seconds | 100 % met |
| Automated call from modem answered on 1st ring | 80 % met |
| Automated call from modem answered on 2nd ring | 100 % met |

5.4.1.3 The ILEC repair bureau shall answer its telephone and begin taking information from MCI within twenty (20) seconds of the first ring, ninety-five percent (95%) of the time; within thirty (30) seconds of the first ring, ninety-eight percent (98%) of the time; and within forty (40) seconds of the first ring, one hundred percent (100%) of the time. Calls answered by automated response systems via a modem must be answered on the 1st ring eighty percent (80%) of the time and by the second ring one hundred percent (100%) of the time.

5.4.1.4 For all residence and small business trouble reports, ILEC agrees to adhere to repair intervals of (24) twenty-four hours for any out of service trouble tickets and (72) seventy-two hours for any non-out of service trouble tickets.

5.4.1.5 In the event the "estimated time to restore" has been missed, ILEC shall notify MCI immediately.

5.4.1.6 Emergency network outages shall be restored within one (1) hour. The only exception to this shall be in the case of a Force Majeure event affecting an entire exchange.

5.4.1.6.1 Number of emergency network outages recorded within one (12) twelve month period shall not exceed 2.

5.4.1.7 Where an outage has not reached the threshold defining an emergency network outage, the following quality standards shall apply with respect to restoration of services.

5.4.1.7.1 Total outages requiring a premises visit by an ILEC technician that are received between 8 a.m. to 6 p.m. on any day shall be restored within four (4) hours of referral, ninety percent (90%) of the time within eight (8) hours of referral, ninety-five percent (95%) of the time, and within sixteen (16) hours of referral, ninety-nine percent (99%) of the time.

5.4.1.7.2 Total outages requiring a premises visit by a ILEC technician that are received between 6 p.m.

and 8 a.m. on any day shall be restored during the following 8 a.m. to 6 p.m. period in accordance with the following performance metrics: within four (4) hours of 8 a.m., ninety percent (90%) of the time. within eight (8) hours of 8 a.m., ninety-five percent (95%) of the time and within sixteen (16) hours of 8 a.m., ninety-nine percent (99%) of the time.

5.4.1.7.3 Total service outages which do not require a premises visit by a ILEC technician shall be restored within two (2) hours of referral, eighty-five percent (85%) of the time; within three (3) hours of referral, ninety-five percent (95%) of the time; and within four (4) hours of referral, ninety-nine percent (99%) of the time.

5.4.1.8 For maintenance and trouble management purposes, Telephone Service Prioritization (TSP) and Essential Services outages shall be designated for repair at the highest priority one hundred percent (100%) of the time.

5.4.1.9 Trouble reports for other than total service outage shall be resolved within twenty-four (24) hours of referral, ninety-five percent (95%) of the time, irrespective of whether or not resolution requires a premises visit. For purposes of this Section 5, service will be considered restored, or a trouble considered resolved, when the quality of the service is equal to that provided before the outage or the trouble occurred.

5.4.1.10 Repeat trouble reports from the same subscriber on the same service in a two-month period shall be less than one percent (1 %). Repeat trouble reports shall be measured by the number of calls received by the ILEC repair bureau relating to the same telephone service during the current and previous report months.

5.4.1.11 To support unbundling processes, ILEC agrees to support trouble sectionalization and resolution and to respond to MCIm requests for assistance within 1 hour for scheduling of testing personnel.

5.4.2 Quality

5.4.2.1 The ILEC repair bureau, including the electronic interface to be established pursuant to Section 2 preceding, shall be on-line and operational twenty-four (24) hours per day, seven (7) days per week.

5.4.2.2 The ILEC repair bureau shall provide to MCIm the "estimated time to restore," with at least ninety-seven percent (97%) percent accuracy.

5.4.3 Reporting

5.4.3.1 ILEC shall provide exception reporting which communicates both planned and unplanned outages and restorations to MCIm.

5.4.3.2 ILEC shall provide monthly performance reports detailing overall performance in repairing service, including comparative results for ILEC's own subscribers. Reports will contain at a minimum the following information presented by State, Area Code, NXX, Product Feature, and will be delivered monthly with daily information detail:

5.4.3.2.1 Jeopardies

5.4.3.2.1.1 Total number

5.4.3.2.1.2 As a percentage of trouble tickets

5.4.3.2.2 Appointments

5.4.3.2.2.1 Total number

5.4.3.2.3 Missed appointments

5.4.3.2.3.1 Total number

5.4.3.2.3.2 As a percentage of total appointments

5.4.3.2.4 Repeat troubles

5.4.3.2.4.1 Total number

5.4.3.2.4.2 As a percentage of total troubles

5.4.3.2.5 Planned outages

5.4.3.2.5.1 Total number

5.4.3.2.5.2 As a percentage of total outages

5.4.3.2.6 Unplanned outages

5.4.3.2.6.1 Total number

5.4.3.2.6.2 As a percentage of total outages

- 5.4.3.2.7 Total number of trouble identified proactively.
- 5.4.3.2.8 Total number of proactive troubles repaired
- 5.4.3.2.9 Total number of subscriber affected by a network alarm
- 5.4.3.2.10 Total time to notify MCIm of a network alarm
- 5.4.3.2.11 Total number of service interruptions
- 5.4.3.2.12 Total number of mechanized loop tests performed
- 5.4.3.2.13 Total number of emergency network outages as defined by 5,000 or more blocked call attempts in a ten minute period

5.4.3.3 MCIm may, at its discretion, further require additional and/or modified reporting as business needs demand.

Section 6. Miscellaneous Services & Functions

6.1 General Requirements

6.1.1 Basic 911 and E911 General Requirements

6.1.1.1 Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 access from Local Switching shall be provided to MCI in accordance with the following:

6.1.1.2 E911 shall provide additional routing flexibility for 911 calls. E911 shall use customer data, contained in the Automatic Location Identification/ Data Management System (ALI/DMS), to determine to which Public Safety Answering Point (PSAP) to route the call.

6.1.1.3 If available, ILEC shall offer a third type of 911 service, S911. All requirements for E911 also apply to S911 with the exception of the type of signaling used on the interconnection trunks from the local switch to the S911 tandem.

6.1.1.4 Basic 911 and E911 functions provided to MCI shall be at least at parity with the support and services that ILEC provides to its customers for such similar functionality.

6.1.1.5 Basic 911 and E911 access from Local Switching shall be provided to MCI in accordance with the following:

6.1.1.5.1 ILEC shall conform to all state regulations concerning emergency services.

6.1.1.5.2 For E911, ILEC shall use its service order process to update and maintain customer information in the ALI/DMS data base. Through this process, ILEC shall provide and validate customer information resident or entered into the ALI/DMS data base.

6.1.1.6 ILEC shall provide for overflow 911 traffic to be routed to ILEC Operator Services or, at MCI's discretion, directly to MCI operator services.

6.1.1.7 Basic 911 and E911 access from the MCIm local switch shall be provided to MCIm in accordance with the following:

6.1.1.7.1 If required by MCIm, ILEC shall interconnect direct trunks from the MCIm network to the E911 PSAP, or the E911 tandems as designated by MCIm. Such trunks may alternatively be provided by MCIm.

6.1.1.7.2 In government jurisdictions where ILEC has obligations under existing agreements as the primary provider of the 911 System to the county, MCIm shall participate in the provision of the 911 System as follows:

6.1.1.7.2.1 Each party shall be responsible for those portions of the 911 System for which it has control, including any necessary maintenance to each party's portion of the 911 System.

6.1.1.7.2.2 Host ILEC shall be responsible for maintaining the E-911 database. ILEC shall be responsible for maintaining the E-911 database.

6.1.1.7.3 If a third party, is the primary service provider to a government agency, MCIm shall negotiate separately with such third party with regard to the provision of 911 service to the agency. All relations between such third party and MCIm are totally separate from this Agreement and ILEC makes no representations on behalf of the third party.

6.1.1.7.4 If MCIm or Affiliate is the primary service provider to a government agency, MCIm and ILEC shall negotiate the specific provisions necessary for providing 911 service to the agency and shall include such provisions in an amendment to this Agreement.

6.1.1.7.5 Interconnection and database access shall be priced as specified in Attachment I or at any rate

charged to other interconnected carriers, whichever is lower.

6.1.1.7.6 ILEC shall comply with established, competitively neutral intervals for installation of facilities, including any collocation facilities, diversity requirements, etc.

6.1.1.7.7 In a resale situation, where it may be appropriate for ILEC to update the ALI database, ILEC shall update such database with MCIm data in an interval no less than is experienced by ILEC customers, or than for other carriers, whichever is faster, at no additional cost.

6.1.1.8 ILEC shall provide to MCIm, no later than five days after the Effective Date of this Agreement, the emergency public agency (e.g. police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs for the states in which they provide service.

6.1.1.9 ILEC shall transmit to MCIm daily all changes, alterations, modifications, and updates to the emergency public agency telephone numbers linked to all NPA NXX's. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

6.1.1.10 ILEC shall provide to MCIm the necessary Network Elements in order for MCIm to provide E911/911 services to government agencies no later than January 1, 1997. If such elements are not available from ILEC, ILEC shall offer E911/911 service for resale by MCIm to government agencies.

6.1.1.11 The following are Basic 911 and E911 Database Requirements:

6.1.1.11.1 The ALI database shall be managed by ILEC, but is the property of ILEC and any participating telephone company and ALEC for those records provided by the company.

6.1.1.11.2 Copies of the MSAG shall be provided within three business days from the time requested

and provided on diskette, magnetic tape, or in a format suitable for use with desktop computers.

6.1.1.11.3 MCIm shall be solely responsible for providing MCIm database records to ILEC for inclusion in ILEC's ALI database on a timely basis.

6.1.1.11.4 ILEC and MCIm shall arrange for the automated input and periodic updating of the E911 database information related to MCIm end users. ILEC shall work cooperatively with MCIm to ensure the accuracy of the data transfer by verifying it against the Master Street Address Guide (MSAG). ILEC shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association (NENA) Version #2 format.

6.1.1.11.5 MCIm shall assign an E911 database coordinator charged with the responsibility of forwarding MCIm end user ALI record information to ILEC or via a third-party entity, charged with the responsibility of ALI record transfer. MCIm assumes all responsibility for the accuracy of the data that MCIm provides to ILEC.

6.1.1.11.6 MCIm shall provide information on new subscribers to ILEC within one (1) business day of the order completion. ILEC shall update the database within two (2) business days of receiving the data from MCIm. If ILEC detects an error in the MCIm provided data, the data shall be returned to MCIm within two (2) business days from when it was provided to ILEC. MCIm shall respond to requests from ILEC to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry shall be allowed only in the event that the system is not functioning properly.

6.1.1.11.7 ILEC agrees to treat all data on MCIm subscribers provided under this agreement as strictly confidential and to use data on MCIm subscribers only for the purpose of providing E911 services.

6.1.1.11.8 ILEC shall adopt use of a Carrier Code (NENA standard five-character field) on all ALI records received from MCI. The Carrier Code will be used to identify the carrier of record in INP configurations. The NENA Carrier Code for MCI is "MCI".

6.1.1.11.9 ILEC shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a Point of Contact for each.

6.1.1.12 The following are basic 911 and E911 Network Requirements:

6.1.1.12.1 ILEC, at MCI's option, shall provide a minimum of two (2) E911 trunks per Numbering Plan Area (NPA) code, or that quantity which will maintain P.01 transmission grade of service, whichever is the higher grade of service. These trunks will be dedicated to routing 911 calls from MCI's switch to a ILEC selective router.

6.1.1.12.2 ILEC shall provide the selective routing of E911 calls received from MCI's switching office. This includes the ability to receive the ANI of MCI's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. ILEC shall provide MCI with the appropriate CLLI codes and specifications regarding the tandem serving area associated addresses and meetpoints in the network.

6.1.1.12.3 Copies of Selective Routing Boundary Maps shall be available to MCI. Each map shows the boundary around the outside of the set of exchange areas served by that selective router. The map provides MCI the information necessary to set up its network to route E911 callers to the correct selective router.

6.1.1.12.4 MCI shall ensure that its switch provides an eight-digit ANI consisting of an information digit and the seven-digit exchange code. MCI shall also ensure that its switch provides the

line number of the calling station. Where applicable, MCIm shall send a ten-digit ANI to ILEC.

6.1.1.12.5 Each ALI discrepancy report shall be jointly researched by ILEC and MCIm. Corrective action shall be taken immediately by the responsible party.

6.1.1.12.6 The ILEC controlling the 911 network should provide MCIm with a detailed written description of, but not limited to, the following information:

6.1.1.12.6.1 Geographic boundaries of the government entities, PSAPs, and exchanges as necessary.

6.1.1.12.6.2 LECs rate centers/exchanges, where "Rate Center" is defined as a geographically specified area used for determining mileage dependent rates in the Public Switched Telephone Network.

6.1.1.12.6.3 Technical specifications for network interface, Technical specifications for database loading and maintenance.

6.1.1.12.7 ILEC shall identify special routing arrangements to complete overflow.

6.1.1.12.8 ILEC shall begin restoration of E911 and/or E911 trunking facilities immediately upon notification of failure or outage. ILEC must provide priority restoration of trunks or networks outages on the same terms/conditions it provides itself and without the imposition of Telecommunications Service Priority (TSP).

6.1.1.12.9 ILEC shall identify any special operator-assisted calling requirements to support 911.

6.1.1.12.10 Trunking shall be arranged to minimize the likelihood of central office isolation due to cable cuts or other equipment failures. There will be an

alternate means of transmitting a 911 call to a PSAP in the event of failures.

6.1.1.12.11 Circuits shall have interoffice, loop and carrier system diversity when such diversity can be achieved using existing facilities. Circuits will be divided as equally as possible across available carrier systems. Diversity will be maintained or upgraded to utilize the highest level of diversity available in the network.

6.1.1.12.12 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by ILEC for trunks between the tandem and all associated PSAPs.

6.1.1.12.13 Repair service shall begin immediately upon receipt of a report of a malfunction. Repair service includes testing and diagnostic service from a remote location, dispatch of or in-person visit(s) of personnel. Technicians will be dispatched without delay.

6.1.1.12.14 All 911 trunks must be capable of transmitting and received Baudot code necessary to support the use of Telecommunications Devices for the Deaf (TTY/TDDs).

6.1.1.13 Basic 911 and E911 Additional Requirements

6.1.1.13.1 All MCIIm lines that have been ported via INP shall reach the correct PSAP when 911 is dialed. ILEC shall send both the ported number and the MCIIm number (if both are received from MCIIm). The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent.

6.1.1.13.2 ILEC shall work with the appropriate government agency to provide MCIIm the ten-digit POTS number of each PSAP which sub-tends each

ILEC selective router/911 tandem to which MCIm is interconnected.

6.1.1.13.3 ILEC shall notify MCIm 48 hours in advance of any scheduled testing or maintenance affecting MCIm 911 service, and provide notification as soon as possible of any unscheduled outage affecting MCIm 911 service.

6.1.1.13.4 MCIm shall be responsible for reporting all errors, defects and malfunctions to ILEC. ILEC shall provide MCIm with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

6.1.1.13.5 MCIm may enter into subcontracts with third parties, including MCIm affiliates, for the performance of any of MCIm's duties and obligations stated herein.

6.1.1.13.6 ILEC shall provide sufficient planning information regarding anticipated moves to SS7 signaling for the next 12 months.

6.1.1.13.7 ILEC shall provide notification of any pending tandem moves, NPA splits, or scheduled maintenance outages, with enough time to react.

6.1.1.13.8 ILEC shall identify process for handling of "reverse ALI" inquiries by public safety entities.

6.1.1.13.9 ILEC shall establish process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

6.1.1.13.10 ILEC must provide the ability for MCIm to update 911 database with end user information for lines that have been ported via INP or NP.

6.1.2 Directory Assistance Service

6.1.2.1 ILEC shall provide for the routing of directory assistance calls (including but not limited to 411, 555-1212,

NPA-555-1212) dialed by MCI subscribers directly to either the MCI DA service platform or ILEC DA service platform as specified by MCI.

6.1.2.2 MCI subscribers shall be provided the capability by ILEC to dial the same telephone numbers for access to MCI Directory Assistance that ILEC subscribers to access ILEC Directory Assistance.

6.1.2.3 ILEC shall provide Directory Assistance functions and services to MCI for its subscribers as described below until, at MCI's discretion, ILEC routes calls to the MCI Directory Assistance Services platform.

6.1.2.3.1 ILEC agrees to provide MCI subscribers with the same Directory Assistance service available to ILEC subscribers.

6.1.2.3.2 ILEC shall notify MCI in advance of any changes or enhancements to its DA service, and shall make available such service enhancements on a non-discriminatory basis to MCI.

6.1.2.3.3 ILEC shall provide Directory Assistance to MCI subscribers in accordance with ILEC's internal operating procedures and standards, which shall, at a minimum, comply with accepted professional and industry standards.

6.1.2.3.4 ILEC shall provide MCI with the same level of support for the provisioning of Directory Assistance as ILEC provides itself. Quality of service standards shall be in accordance with standards and performance measurements that are at least equal to the highest level of standards and/or performance measurements that ILEC uses and/or which are required by law, regulatory agency, or by ILEC's own internal procedures, whichever are the most rigorous.

6.1.2.3.5 Service levels shall comply, at a minimum, with State Regulatory Commission requirements for number of rings to answer, average work time, and disaster recovery options.

6.1.2.3.6 ILEC agrees to maintain an adequate operator work force based on a review and analysis of actual call attempts and abandonment rate.

6.1.2.3.7 MCI or its designated representatives may inspect any ILEC owned or sub-contracted office, which provides DA services, upon 2 days notice to ILEC.

6.1.2.3.8 Directory Assistance services provided by ILEC to MCI subscribers shall be branded as required by MCI. Branding includes front-end, back-end, and non-branding to be determined by MCI. MCI shall have the option of providing its own branding materials.

6.1.2.3.9 ILEC shall provide the following minimum Directory Assistance capabilities to MCI's subscribers:

6.1.2.3.9.1 A minimum of two subscriber listings and/or addresses or ILEC parity per MCI subscriber request.

6.1.2.3.9.2 Name and address to MCI subscribers upon request, except for unlisted numbers, in the same states where such information is provided to ILEC subscribers.

6.1.2.3.9.3 Upon request, call completion to the requested number for local and intraLATA toll calls shall be sent to the network specified by MCI. Rating and billing shall be done by MCI.

6.1.2.3.9.4 Populate the Directory Assistance database in the same manner and in the same time frame as for ILEC subscribers.

6.1.2.3.9.5 Any information provided by a Directory Assistance Automatic Response Unit (ARU) shall be repeated the same number of times for MCI subscribers as for ILEC's subscribers.

6.1.2.3.9.6 When requested by MCI_m, ILEC shall provide instant credit on directory assistance calls as provided to ILEC subscribers or shall inform MCI_m subscribers to call an 800 number for MCI_m customer service to request a credit. ILEC shall provide one 800 number for business subscribers and another for residential subscribers.

6.1.2.4 ILEC shall provide data regarding billable events as requested by MCI_m.

6.1.3 Operator Services

6.1.3.1 ILEC shall provide for the routing of local operator services calls (including but not limited to 0+, 0-) dialed by MCI_m subscribers directly to either the MCI_m operator service platform or ILEC operator service platform as specified by MCI_m

6.1.3.2 MCI_m subscribers shall be provided the capability by ILEC to dial the same telephone numbers to access MCI_m operator service that ILEC subscribers dial to access ILEC operator service.

6.1.3.3 ILEC shall provide Operator Services to as described below until, at MCI_m's discretion, ILEC routes calls to the MCI_m Local Operator Services platform.

6.1.3.3.1 ILEC agrees to provide MCI_m subscribers the same Operator Services available to ILEC subscribers. ILEC shall make available its service enhancements on a non-discriminatory basis at cost.

6.1.3.3.2 Operator Services provided to MCI_m subscribers shall be branded as required by MCI_m. Branding options include front-end, back-end, and non-branding as specified by MCI_m. MCI_m has the option of providing its own branding materials.

6.1.3.3.3 ILEC shall provide the following minimum Operator Service capabilities to MCI_m subscribers:

6.1.3.3.3.1 ILEC shall complete 0+ and 0-dialed local calls.

6.1.3.3.3.2 ILEC shall complete 0+ intraLATA toll calls.

6.1.3.3.3.3 ILEC shall complete calls that are billed to a calling card and MCI shall designate to ILEC the acceptable types of special billing.

6.1.3.3.3.4 ILEC shall complete person-to-person calls.

6.1.3.3.3.5 ILEC shall complete collect calls.

6.1.3.3.3.6 ILEC shall provide the capability for callers to bill to a third party and complete such calls.

6.1.3.3.3.7 ILEC shall complete station-to-station calls.

6.1.3.3.3.8 ILEC shall process emergency calls.

6.1.3.3.3.9 ILEC shall process Busy Line Verify and Emergency Line Interrupt requests.

6.1.3.3.3.10 ILEC shall process emergency call trace.

6.1.3.3.3.11 ILEC shall process operator-assisted directory assistance calls.

6.1.3.3.3.12 ILEC shall provide rate quotes.

6.1.3.3.3.13 ILEC shall process time-and-charges requests.

6.1.3.3.3.14 ILEC shall route 0- traffic directly to a "live" operator team.

6.1.3.3.3.15 When requested by MCI, ILEC shall provide instant credit on operator services calls as provided to ILEC subscribers or shall inform MCI subscribers to call an 800 number for MCI customer service to request a credit. ILEC shall provide one 800 number for business subscribers and another for residential subscribers.

6.1.3.3.3.16 Caller assistance for the disabled in the same manner as provided to ILEC subscribers.

6.1.3.3.3.17 ILEC shall provide operator-assisted conference calling.

6.1.3.4 Operator Service shall provide MCI's local service rates when providing rate quote and time-and-charges services.

6.1.3.5 Operator Service shall adhere to equal access requirements.

6.1.3.6 ILEC shall exercise at least the same level of fraud control in providing Operator Service to MCI that ILEC provides for its own operator service.

6.1.3.7 ILEC shall perform Billed Number Screening when handling Collect, Third Party, and Calling Card Calls, both for station to station and person to person call types.

6.1.3.8 ILEC shall provide service measurements and accounting reports as designated by MCI.

6.1.3.9 MCI or its designated representatives may inspect any ILEC owned or sub-contracted office, which provides Operator Services, upon 2 days notice to ILEC.

6.1.3.10 ILEC shall direct subscriber account and other similar inquiries to the customer service center designated by MCI.

6.1.3.11 ILEC shall provide an electronic feed of customer call records in "EMR" format to MCIm in accordance with the time schedule designated by MCIm.

6.1.3.12 ILEC shall accept and process overflow 911 traffic routed from MCIm to the underlying platform used to provide Operator Service.

6.1.3.13 Busy Line Verification and Emergency Line Interrupt:

6.1.3.13.1 ILEC shall permit MCIm to connect its Local Operator Service to ILEC's Busy Line Verification and Emergency Line Interrupt ("BLV/ELI") systems and databases to enable MCIm to perform BLV/ELI services.

6.1.3.13.2 ILEC shall engineer its BLV/ELI facilities to accommodate the anticipated volume of BLV/ELI requests during the Busy Hour. MCIm may, from time to time, provide its anticipated volume of BLV/ELI requests to ILEC. In those instances when the BLV/ELI systems and databases become unavailable, ILEC shall promptly inform MCIm.

6.1.3.14 ILEC shall update the Line Information Data Base (LIDB) for MCIm subscribers at cost. If ILEC does not provide such updates, then MCIm must have access to LIDB, at no charge, to update it directly. Additionally, ILEC must provide access to LIDB for validation of collect, third party billed, and ILEC card billed calls at cost.

6.1.3.15 Where INP is deployed and when a BLV/BLI request for a ported number is directed to an ILEC operator and the query is not successful (i.e., the request yields an abnormal result), the operator shall confirm whether the number has been ported and shall direct the request to the appropriate operator.

6.1.3.16 ILEC shall allow MCIm to order provisioning of Telephone Line Number (TLN) calling cards and Billed Number Screening (BNS), in its LIDB, for ported numbers, as specified by MCIm. ILEC shall continue to allow MCIm access to its LIDB.

6.1.4 Directory Assistance and Listings Service Requests

6.1.4.1 These requirements pertain to ILECs DA and Listings Service Request process that enables MCI to (a) submit MCI subscriber information for inclusion in ILEC Directory Assistance and Directory Listings databases; (b) submit MCI subscriber information for inclusion in published directories; and (c) provide MCI subscriber delivery address information to enable ILEC to fulfill directory distribution obligations.

6.1.4.1.1 ILEC shall accept orders on a real-time basis via electronic interface in accordance with OBF Directory Service Request standards within 3 months of final standard adoption. In the interim, ILEC shall create a standard format and order process by which MCI can place an order via electronic exchange no later than January 1, 1997.

6.1.4.1.2 ILEC will provide to MCI the following Directory Listing Migration Options, valid under all access methods, including but not limited to, Resale, Unbundled Network Elements and Facilities-Based:

6.1.4.1.2.1 Migrate with no Changes: Retain all white and yellow page listings for the customer in both DA and DL. Transfer ownership and billing for listings to MCI.

6.1.4.1.2.2 Migrate with Additions: Retain all white and yellow page listings for the customer in both DA and DL. Incorporate the specified additional listings order. Transfer ownership and billing for the listings to MCI.

6.1.4.1.2.3 Migrate with Deletions: Retain all white and yellow page listings for the customer in both DA and DL. Delete the specified listings from the listing order. Transfer ownership and billing for the listings to MCI.

6.1.4.1.3 ILEC shall enable MCIm to electronically transmit multi-line listing orders.

6.1.4.1.4 ILEC will provide MCIm with a summary of completed Directory Service Requests on a daily basis. The summary information will include but is not limited to the following information:

6.1.4.1.4.1 White page listings text and format (name, address, phone, title, designation, extra line information)

6.1.4.1.4.2 Yellow page listing text and format

6.1.4.1.4.3 Yellow page heading code

6.1.4.1.4.4 Listing Instruction codes

6.1.4.1.4.5 Listed book

6.1.4.1.5 ILEC shall enable MCIm to electronically transmit multi-line listings orders.

6.1.4.1.6 ILEC shall provide ability for MCIm to electronically query the ILEC listing system to view all listings real-time. Ownership of each listing is to be masked.

6.1.4.1.7 To ensure accurate order processing, ILEC shall provide to MCIm the following information, with updates within one business day of change and via electronic exchange:

6.1.4.1.7.1 A matrix of NXX to central office

6.1.4.1.7.2 Geographical maps if available of ILEC service area

6.1.4.1.7.3 A description of calling areas covered by each directory, including but not limited to maps of calling areas and matrices depicting calling privileges within and between calling areas

6.1.4.1.7.4 Yellow page heading codes

6.1.4.1.7.5 Directory names and codes

6.1.4.1.7.6 Directory product changes

6.1.4.1.7.7 Listing format rules

6.1.4.1.7.8 Listing alphabetizing rules

6.1.4.1.7.9 Standard abbreviations acceptable for use in listings and addresses

- 6.1.4.1.7.10 Titles and designations
- 6.1.4.1.7.11 A list of all available directories and their close dates

6.1.4.1.8 Based on changes submitted by MCI, ILEC shall update and maintain directory assistance and directory listings data for MCI subscribers who:

- 6.1.4.1.8.1 Disconnect Service
- 6.1.4.1.8.2 Change carrier
- 6.1.4.1.8.3 Install Service
- 6.1.4.1.8.4 Change any service which affects DA information
- 6.1.4.1.8.5 Specify Non-Solicitation
- 6.1.4.1.8.6 Are Non-Published, Non-Listed, or Listed

6.1.4.1.9 ILEC shall not charge for storage of MCI subscriber information in the DA and DL systems.

6.1.4.1.10 MCI shall not charge for storage of ILEC subscriber information in the DA and DL systems.

6.1.5 Directory Listings General Requirements

6.1.5.1 This Section 6 pertains to Listings requirements published in any media, including but not limited to traditional white/yellow pages, specialty directories, CD ROM, or other printed or electronic formats.

6.1.5.2 ILEC shall include in its master subscriber system database all list information for MCI subscribers.

6.1.5.3 ILEC shall not sell or license, nor allow any third party, the use of MCI subscriber listings without the prior written consent of MCI. Upon consent, MCI shall receive its pro-rata share of any amounts paid by third parties to ILEC for such information. ILEC shall not disclose nor allow any third party to disclose non-listed name or address information for any purpose other than what may be necessary to complete directory distribution.

6.1.5.4 MCIIm subscriber listings shall be interfiled with listings of ILEC and other CLEC subscribers.

6.1.5.5 Each MCIIm subscriber account number shall be provided, at no charge, the same white page basic listings that ILEC provides its subscribers. Where an MCIIm subscriber has two numbers for a line due to the implementation of interim NP, at MCIIm's option both numbers shall be considered part of the one White Pages basic listing

6.1.5.6 Each MCIIm business subscriber account number shall be provided, at no charge, the same yellow page basic listings that ILEC provides its subscribers.

6.1.5.7 ILEC shall also publish, or ensure that any third party publishes, all types of listings for MCIIm subscribers that are available to ILEC subscribers under the same rates, terms, and conditions, including but not limited to:

- 6.1.5.7.1 Foreign listings
- 6.1.5.7.2 Reference listings
- 6.1.5.7.3 Information listings
- 6.1.5.7.4 Alternate call listings
- 6.1.5.7.5 Multi-line listings
- 6.1.5.7.6 Multi-line/Multi-owner listings

6.1.5.8 State, Local, and Federal government listings shall be included in the appropriate section of the directory at no charge.

6.1.5.9 ILEC shall provide and maintain for MCIIm at least one (1) white page and at least one (1) yellow page (if applicable) listing for each MCIIm subscriber that has ported its number from ILEC. The listing and handling of listed and non-listed telephone numbers shall be at least at parity with that provided by ILEC to its own subscribers.

6.1.5.10 MCIIm sales, service, billing, and repair information for business and residential subscribers, along with MCIIm logo, shall be included in the customer information/guide pages at no charge to MCIIm.

6.1.5.11 One month prior to the date on which updates to the directory are no longer allowed (the Directory Close date), ILEC shall provide MCIIm a method of reviewing and correcting MCIIm subscriber directory listings.

6.1.5.12 ILEC shall agree, or ensure a third party agrees, to accept and publish directory advertising, from MCIIm subscribers on a non-discriminatory basis and bill subscribers directly for any white or yellow pages advertising. At MCIIm's discretion, MCIIm may sell directory advertising at wholesale rates and bills its subscribers directly.

6.1.5.13 Additional and foreign White Page listing charges should be billed to MCIIm and itemized at the telephone number sub-account level in CABS format.

6.1.5.14 ILEC shall distribute, or ensure a third party shall distribute, appropriate alphabetical and classified directories (white and yellow pages) to MCIIm subscribers at no charge 1) upon establishment of new service; 2) during annual mass distribution; and 3) upon subscriber request.

6.1.5.15 ILEC shall permit, or ensure a third party permits, MCIIm subscribers to place orders for foreign directories on the same terms and conditions such directories are made available to ILEC subscribers.

6.1.5.16 Upon request, and at no charge, ILEC shall provide, or ensure a third party provides, reasonable quantities of directories to cover areas in which MCIIm is an authorized CLEC for MCIIm's internal use.

6.1.5.17 The directory cover shall prominently indicate that MCIIm subscriber listings are included in the directory at no charge.

6.1.5.18 At MCIIm's option, MCIIm subscribers shall receive a directory with a customized cover branded MCIIm.

6.1.5.19 ILEC shall make available current recycling services to MCIIm subscribers.

6.1.6 Directory Assistance Data

6.1.6.1 This section refers to the residential, business, and government subscriber records used by ILEC to create and maintain databases for the provision of live or automated operator assisted Directory Assistance. Directory Assistance Data is information that enables telephone exchange carriers to swiftly and accurately respond to requests for directory information, including, but not limited to name, address and phone numbers. Under the provisions of the Act and the FCC's Interconnection order, ILEC shall provide unbundled and non-discriminatory access to the residential, business and government subscriber records used by the ILEC to create and maintain databases for the provision of live or automated operator assisted Directory Assistance. MCIm may combine this element with any other Network Element for the provision of any Telecommunications Service.

6.1.6.2 ILEC shall provide an initial load of subscriber records via electronic data transfer for ILECs, CLECs and independent Telcos included in their Directory Assistance Database within 14 days of the Effective Date of this Agreement. The NPAs included shall represent the entire ILEC operating region. The initial load shall reflect all data that is current as of one business day prior to the provision date.

6.1.6.3 ILEC shall provide MCIm a complete list of ILECs, CLECs, and independent Telcos that provided data contained in the database.

6.1.6.4 All directory assistance data shall be provided in the format as specified in "Directory Assistance Data Information Exchanges and Interfaces" below or in Bellcore standard F20 format.

6.1.6.5 On a daily basis, ILEC shall provide updates (end user and mass) to the Listing Information via electronic data transfer. Updates shall be current as of one business day prior to the date provided to MCIm.

6.1.6.6 ILEC shall provide MCIm access to DA support databases. For example, MCIm requires access to Use